

# SOPHOS



sophos **mobile security**

FOR WINDOWS MOBILE

## Startup guide

Sophos Mobile Security, version 1.0

Windows Mobile 6

Windows Mobile 5.0

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# 1 Who should read this guide?

This guide is for the end user who wants to install, remove, or configure Sophos Mobile Security on their mobile device.

## 2 Before you install

If you have any other vendor's anti-virus software, uninstall it first.

### 2.1 System requirements

To install Sophos Mobile Security, your mobile device and computer must meet the following requirements.

#### 2.1.1 Mobile device requirements

Component	Requirement
Permanent storage	5 MB free storage space
Platform	Windows Mobile 6 Professional Edition
	Windows Mobile 6 Classic Edition
	Windows Mobile 5.0 Pocket PC Edition
	Windows Mobile 5.0 Pocket PC Phone Edition

❗ Sophos Mobile Security does not support the following platforms:

- Windows Mobile 6 Standard Edition
- Windows Mobile 5.0 Smartphone Edition

❗ Sophos Mobile Security can only be used on Windows Mobile 6 devices in 96 dpi screen mode.

## 2.1.2 Computer requirements

Component	Requirement
Disk space	5 MB free disk space
Windows 2000 Server/Professional	SP4
Windows 2003 Server	R2
Windows XP Professional	SP2

# 3 Installing Sophos Mobile Security

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To install on your mobile device via your computer:

1. Create a live ActiveSync connection with your mobile device, and ensure that synchronization is working properly.
2. If you have been given a configuration file `MobileSecurity.cfg`, copy it to the My Device folder on your mobile device.
3. Copy the installer `Sophos Mobile Security Deployment Tool.msi` to a temporary folder on your computer.
4. Use Windows Explorer to navigate to the installer and double-click it to start it. Sophos Mobile Security installs on your mobile device.

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To install directly on your mobile device:

1. If you have been given a configuration file `MobileSecurity.cfg`, copy it to the My Device folder on your mobile device.

2. Copy the installation file `MobileSecurity.cab` to the My Device folder on your mobile device.

You can transfer the installation and configuration files using a storage card, although you cannot install Sophos Mobile Security on the storage card.

3. From your mobile device, use File Explorer to navigate to the My Device folder.
4. Tap `MobileSecurity.cab`. Sophos Mobile Security installs on your mobile device.

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To reinstall on your mobile device via your computer:

1. Create a live ActiveSync connection with your mobile device, and ensure that synchronization is working properly.
2. If you have been given a configuration file `MobileSecurity.cfg`, copy it to the My Device folder on your mobile device.
3. Click **Start**, click **Programs**, click **Sophos**, click **Sophos Mobile Security**, and then click **Install Mobile Security to your device**. Sophos Mobile Security installs on your mobile device.

## 4 Removing Sophos Mobile Security

At some point, you may need to remove Sophos Mobile Security from your mobile device or computer.

There are two ways to remove Sophos Mobile Security:

- Using ActiveSync
- Directly

### 4.1 Remove Sophos Mobile Security using ActiveSync

You can use ActiveSync to remove Sophos Mobile Security only from your mobile device, or from your mobile device and computer.

- ❗ Removing Sophos Mobile Security only from your mobile device enables you to easily reinstall it on your mobile device, because you will not need to reinstall it on your computer.

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To remove Sophos Mobile Security using ActiveSync:

1. Create a live ActiveSync connection with your mobile device, and ensure that synchronization is working properly.
2. From ActiveSync, on the **Tools** menu, click **Add/Remove Programs**.
3. Do one of the following:
  - To remove Sophos Mobile Security only from your mobile device, clear its check box.
  - To remove Sophos Mobile Security from both your mobile device and your computer, select it and click **Remove**.
4. Click **Explore**.
5. Double-click My Windows Mobile-Based Device.
6. Delete the configuration file MobileSecurity.cfg if it is present.

## 4.2 Remove Sophos Mobile Security directly

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To remove Sophos Mobile Security directly from your mobile device:

1. Tap **Start > Settings > System tab > Remove Programs.**
  2. Highlight **Sophos Mobile Security** and tap **Remove.**
  3. Tap **Yes.** If another confirmation message appears, tap **Yes** again.
  4. Use File Explorer to navigate to My Device.
  5. Delete the configuration file `MobileSecurity.cfg` if it is present.
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To remove Sophos Mobile Security directly from your computer:

1. Click **Start**, click **Control Panel**, and then double-click **Add or Remove Programs.**
2. Click **Change or Remove Programs.**
3. Click **Sophos Mobile Security Deployment Tool**, and then click **Remove.**

If you did not use the **Sophos Mobile Security Deployment Tool** to install Sophos Mobile Security on your mobile device, it will not be displayed in **Add or Remove Programs.**

## 5 Protecting your mobile device with Sophos Mobile Security

This chapter covers the fundamental steps you need to take to ensure that your mobile device is protected by Sophos Mobile Security.

- ❗ Some of the following settings may have been locked out by your administrator and will be unavailable on your mobile device.

### 5.1 Check that your mobile device is protected

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To check that your mobile device is protected by on-access scanning:

1. Tap **Start > Programs > Sophos Mobile Security**.
2. Check that the **Sophos Mobile Security** home screen displays the message **On-access scanning: Active**.

If the **Sophos Mobile Security** home screen displays the message **On-access scanning: Inactive**, you will need to enable on-access scanning.

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To enable on-access scanning:

1. Tap **Start > Programs > Sophos Mobile Security > Scans > Global settings** tab.
2. Select the **Enable on-access scanning** check box.

## 5.2 Keep your protection updated

To download regular updates and keep your protection updated, you may need to enter your credentials for the update server. These credentials will be supplied by your administrator.

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To enter your update credentials:

1. Tap **Start > Programs > Sophos Mobile Security > Updates > Account** tab.
2. In the **User name** box, type your account name for the update server.
3. In the **Password** box, type your account password for the update server.
4. Tap **OK**.

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To update your protection immediately:

1. Tap **Start > Programs > Sophos Mobile Security > Updates**.
2. Tap **Update now**.

## Technical support

For technical support, visit [www.sophos.com/support](http://www.sophos.com/support).

If you contact technical support, provide as much information as possible, including the following:

- Sophos software version number(s)
- Operating system(s) and patch level(s)
- The device on which the problem was found
- The exact text of any error messages

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